

## **CITY OF BURBANK**

### **CUSTOMER SERVICE REPRESENTATIVE II**

#### **DEFINITION**

Under direction, to perform a variety of customer service duties and office work of average complexity and to do related work as required.

#### **ESSENTIAL FUNCTIONS**

Greets the public in-person and over the telephone; responds to routine, procedural and directional inquiries and/or refers to proper source of information; performs routine office duties such as operating office equipment; explains standard department procedures, regulations and rates; promotes City programs and services; responds to inquiries regarding billing and payments; makes appropriate payment extensions and payment arrangements; processes paperwork for investigations; quotes standard charges and deposits; accepts and prepares applications and closing orders for electric and water services; determines consumption; hears and reports complaints; operates office equipment, including calculators, a computer terminal to enter, modify, or retrieve data; operates microfiche; reviews periodic reports for accuracy; assembles data and prepares reports using discretion to recognize and correct discrepancies; files miscellaneous documents; processes data rejected by the computer; performs Customer Service Representative I functions; drives on City business.

#### **MINIMUM QUALIFICATIONS**

##### **Employment Standards:**

- Knowledge of - basic principles of customer service and utility service; modern office methods, procedures, and equipment; general clerical procedures; English usage, spelling, grammar, and punctuation; basic arithmetic; alphabetizing, indexing and filing; municipal organization.
- Ability to - organize and maintain record keeping systems; understand and interpret written material; operate a variety of office equipment, including word processor and computer terminal; perform assigned office tasks; make calculations rapidly and accurately; understand and carry out oral and written directions; perform basic mathematical computations; communicate effectively, both orally and in writing; understand and explain written material, policies, rules and regulations; operate a data entry device with accuracy and speed; establish and maintain effective working relationships with supervisors, fellow employees and public.

**Education & Training:** High school graduation or equivalent and two years of recent experience in customer contact work and/or one year in the operation of data entry equipment.

**License & Certificates:** A valid California Class "C" driver's license or equivalent at time of appointment; type accurately from clear copy at a speed of 35 net words per minute.

#### **SUPPLEMENTAL INFORMATION**

None.